**Michael Oyebisi**

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**Junior Data Analyst**

Meticulous and growth-focused Data Analyst with a diploma in Data Analytics and a strong foundation in Physics. Experienced in SQL, Power BI, and Excel, with firsthand exposure to data validation, reporting, and process optimization. Proven ability to troubleshoot data discrepancies, support cross-functional teams, and contribute to dashboard development. Enthusiastic about using data to streamline operations and support decision-making. Currently pursuing Microsoft Certified: Data Analyst Associate credential.

**Core Competencies**

* SQL Querying & Data Extraction
* Power BI Dashboard Maintenance
* Data Entry, Validation & Troubleshooting
* Business Process Documentation
* Cross-Functional Collaboration
* Report Development & Visualizations
* Workflow Optimization & KPI Monitoring

**Professional Experience**

**Senior Agent Geek Squad  
BestBuy · Edmonton, AB · Apr 2025 – Present**

* Resolved escalated service issues using client history and data analysis.
* Mentored agents in troubleshooting and customer engagement, improving service quality.
* Coordinated system overrides and monitored service KPIs to align performance with corporate standards.

**Team Lead, Fulfillments  
BestBuy · Edmonton, AB · Oct 2023 – Apr 2025**

* Analyzed inventory and pricing data to reduce discrepancies and optimize stock levels.
* Conducted audits and improved workflows for defective product tracking.
* Collaborated with purchasing and inventory teams to meet performance goals.
* Managed dispatch organization, achieving 98% on-time parcel transfers.

**Database Manager Assistant  
Foundation School BLW · Lagos, Nigeria · Apr 2021 – Sep 2022**

* Cleaned and validated student data for academic reporting, improving reliability.
* Identified and resolved data discrepancies, enhancing reporting accuracy.
* Supported educators with data entry tools and reporting systems.

**Assistant Team Lead  
Lagos State Internal Revenue Service · Lagos, Nigeria · Jul 2019 – Sep 2022**

* Maintained confidential taxpayer data with 99.9% accuracy.
* Collaborated with audit teams to enhance reporting systems and compliance.
* Led data-related tasks and ensured timely project completion.

**Education & Certifications**

**Diploma in Data Analytics  
Robertson College · Edmonton, AB · Graduated June 2024**

* Coursework: Power BI, SQL, Business Intelligence

**Bachelor of Technology in Pure & Applied Physics  
Ladoke Akintola University · Nigeria · Graduated Jan 2008**

**Certifications**

* Microsoft Certified: Data Analyst Associate – *In Progress*
* Intermediate First Aid - Level C CPR (Valid until Oct 2027)
* Class 5 Full Driver's License (Non-GDL)

**Additional Details**

* Eligible to work in Canada without visa sponsorship
* Available to relocate to Calgary immediately